

Arizona Department of Health Services Office For Children With Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.1

SUBTITLE: Detection of Over- and Under- Utilization of Services

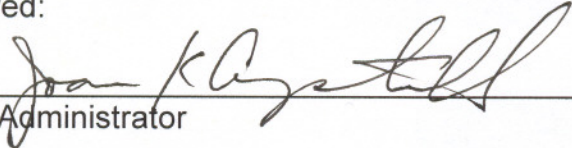

POLICY:

It is the policy of Children's Rehabilitative Services Administration (CRSA) to monitor for over- and under-utilization of services.

PROCEDURE:

- 1) The following are reviewed for over- and under-utilization of services:
 - a) Monthly Children's Rehabilitative Services (CRS) Contractors' adjudicated encounters:
 - i) Inpatient services;
 - ii) Ambulatory surgical services;
 - iii) Emergency services.
 - b) Quarterly CRS Contractors' adjudicated encounters:
 - i) Readmissions within 30 days;
 - ii) Death, failure, and arrest.
 - c) Monthly pharmacy data and quarterly pharmacy report;
 - d) Quarterly Durable Medical Equipment (DME) Report;
 - e) Quarterly utilization data;
 - f) Annual CRSA Utilization Report;
 - g) Other reports or sources as identified.
- 2) CRSA delegates certain MM/UM services to Regional Contractors and provides oversight by conducting quarterly site visits and annual administrative review. A site visit report is prepared for each site and shared with Regional Contractors. MM/UM delegated services are as follows:
 - a) Prior Authorization;
 - b) Concurrent Review;
 - c) Retrospective Review.
- 3) The data/reports are evaluated and analyzed.
 - a) Trends in utilization data are presented to the MM/UM Committee;
 - b) The MM/UM Committee identifies potential over- and under-utilization;
 - c) The MM/UM Committee discusses and evaluates each report; action is taken if necessary.

- 4) For identified over- and under-utilization CRS Regional Contractors are asked to provide a response. If needed, a corrective action plan (CAP) is initiated.
- 5) If indicated, the CAP is monitored until desired outcomes are achieved.
- 6) Findings are presented to the CRSA Executive Management Committee.

Approved:	Date:
 CRSA Administrator	<u>2/23/07</u>
 M.D. CRSA Medical Director	<u>2/22/07</u>
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs. Users are encouraged to suggest improvements regarding this policy and procedure.	